

City of College Park

Resident Satisfaction Survey 2004



Dear Resident,

The College Park Resident Satisfaction Survey is your chance to tell us how well our City government is serving you. Our last survey was completed two years ago, so your answers will provide us valuable input as we develop our budget and make improvements to our City services.

Although many questions are similar to those in previous surveys, there are several new topics this year. Nearly 5,300 households have been sent this survey- now it's up to you.

Results of the survey will be published in the 'Municipal Scene' of the College Park Gazette and on our City website at www.ci.college-park.md.us. I hope that you'll take a few moments now to complete this important survey and return it with the postage-paid cover by **March 1, 2004**.

Sincerely, Mayor Stephen A. Brayman and College Park City Council Members

John M. Krouse, Dist. 1 John E. Perry, Dist. 2 Eric C. Olson, Dist. 3 Karen E. Hampton, Dist. 4
David L. Milligan, Dist. 1 Robert T. Catlin, Dist. 2 Andrew M. Fellows, Dist. 3 Joseline Peña-Melnyk, Dist. 4

Instructions

One person 18+ years old should complete the survey

Use a pencil so you can make changes

Circle one answer that best fits your opinion for each question

Answer each question if possible

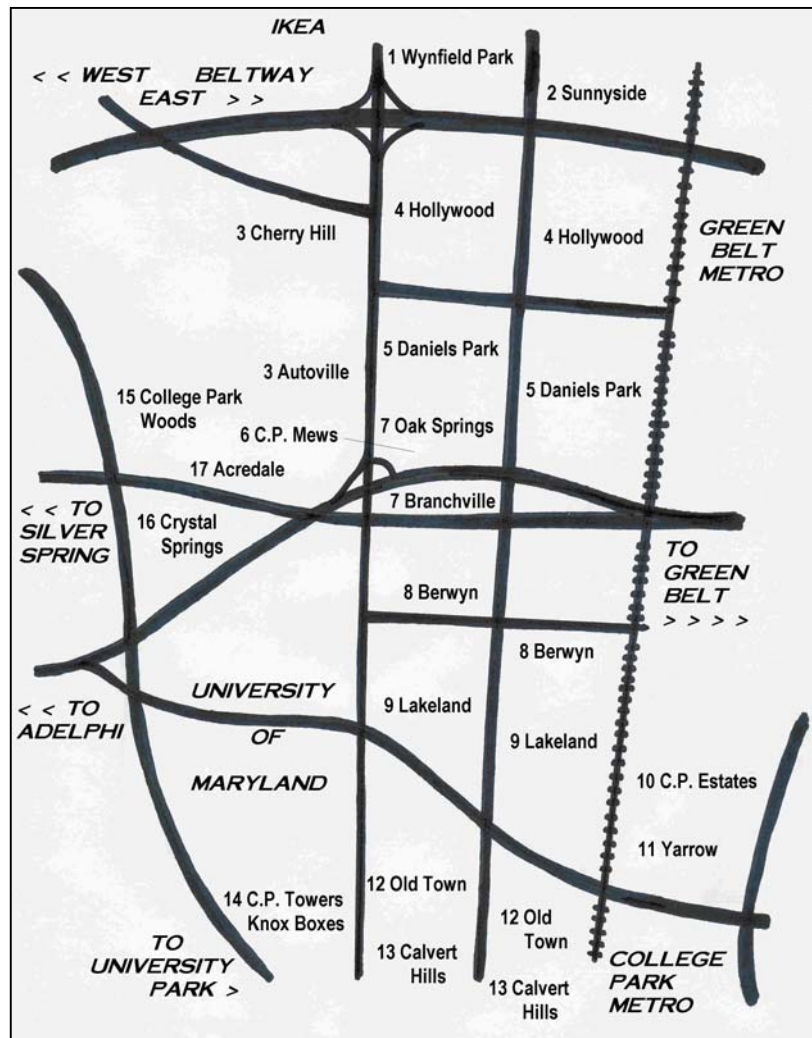
Fold the survey in half and use tape to seal it

No postage is needed

Call 301-864-8667 if you have questions

Thanks for helping to improve our City!

**Please Return
by March 1**



Section 1: About You -----

Please circle one answer that best fits your opinion for each question. Thank you!

- | | | | |
|---|-----------------------------|---------------------------|------------------------------|
| 1. In what City neighborhood do you live? | <u>District 1</u> | | <u>District 3</u> |
| | 1 Wynfield Park | | 10 College Park Estates |
| | 2 Sunnyside | | 11 Yarrow |
| | 3 Autoville - Cherry Hill | | 12 Old Town |
| | 4 Hollywood | | 13 Calvert Hills |
| | 5 Daniels Park | | 14 Knox Boxes - C.P. Towers |
| | <u>District 2</u> | | <u>District 4</u> |
| | 6 College Park Mews | | 15 College Park Woods |
| | 7 Oak Springs - Branchville | | 16 Crystal Springs |
| | 8 Berwyn | | 17 Acredale - Patricia Court |
| 9 Lakeland | | | |
| 2. Are you? | 1 Male | 2 Female | |
| 3. How many years have you lived in College Park? | 1 0 - 2 | 3 6 - 9 | 5 20 - 29 |
| | 2 2 - 5 | 4 10 - 19 | 6 30 years + |
| 4. What is your age? | 1 18 - 24 | 3 35 - 44 | 5 61 - 74 |
| | 2 25 - 34 | 4 45 - 60 | 6 75 years + |
| 5. Are you employed? | 1 Yes, at home | 3 No, retired | 5 No, student |
| | 2 Yes, commute | 4 No, disabled | 6 No, unemployed |
| 6. Where do you work? | 1 College Park | 5 Montgomery County | |
| | 2 Univ. of Maryland | 6 Baltimore Metro Area | |
| | 3 Pr. George's Co. | 7 Other Maryland Location | |
| | 4 Washington, D.C. | 8 Northern Virginia | |
| 7. How many miles do you commute to work? | 1 0 miles | 3 5 - 9 miles | 5 19 - 29 miles |
| | 2 1 - 4 miles | 4 10 - 20 miles | 6 30 miles + |
| 8. How do you usually get to the Metro Rail station? Circle one or two most typical for you. | 1 Walk | 4 P.G. 'The Bus' | 7 Dropped off by car |
| | 2 Bike | 5 U.M. Shuttle | 8 Drive a car |
| | 3 Metro Bus | 6 Taxi or vanpool | 9 I don't use Metro |
| 9. Is traffic law enforcement in your neighborhood acceptable | 1 Yes | 2 No | 3 I don't know |
| 10. Is College Park safer now than it was two years ago? | 1 Yes | 2 No | 3 I don't know |
| 11. Has a member of your household been a victim of a crime in College Park since 2002? | 1 Yes | 2 No | 3 I don't know |
| 12. How much would your household be willing to pay per month for additional police services? | 1 \$0 | 4 \$15 | 7 I don't know |
| | 2 \$5 | 5 \$20 | 8 I'd rather pay less |
| | 3 \$10 | 6 \$25 | |
| 13. Do you have internet access? | 1 Yes | 2 No | 3 I don't know |

Section 2: City Services -----

14. How do you rate the following City services?	Excellent	Good	Fair	Poor	Don't Know
A. Parking Enforcement services:					
1. Commercial Areas	1	2	3	4	5
2. Your Neighborhood	1	2	3	4	5
B. How do you rate City Public Works services:					
1. Roadside Tree and Shrub Plantings	1	2	3	4	5
2. Street and Sidewalk Maintenance	1	2	3	4	5
3. Quantity of Sidewalks	1	2	3	4	5
4. Condition of Sidewalks	1	2	3	4	5
5. Street Cleaning	1	2	3	4	5
6. Snow Removal	1	2	3	4	5
7. Street Lighting	1	2	3	4	5
8. Regular Trash Pick-up	1	2	3	4	5
9. Bulky and Special Trash Pick-up	1	2	3	4	5
10. Grass, Leaf, and Brush Pick-up	1	2	3	4	5
11. Recycling Pick-up (Paper, Cans, etc.)	1	2	3	4	5
C. How do you rate City Code Enforcement?	Excellent	Good	Fair	Poor	Don't Know
1. Code enforcement in commercial areas					
a. Cleanliness and litter	1	2	3	4	5
b. Property maintenance	1	2	3	4	5
c. Noise	1	2	3	4	5
2. Code enforcement in your neighborhood					
a. Cleanliness and litter	1	2	3	4	5
b. Property maintenance	1	2	3	4	5
c. Noise	1	2	3	4	5
D. How do you rate City clinical services for youth and family counseling, information, and referral?	1	2	3	4	5
E. How do you rate City seniors programs for medical transport to appointments & shopping, advocacy, recreation, and information services?	1	2	3	4	5
F. How do you rate City Public Information efforts?	1	2	3	4	5
G. How do you rate City Planning and Community Development programs?	1	2	3	4	5
15. How do you rate City parks, playgrounds and athletic fields (Calvert Hills, Duvall Field, etc.)	1	2	3	4	5
16. How do you rate the City's responsiveness and timeliness to your inquiries and complaints?	1	2	3	4	5

	Excellent	Good	Fair	Poor	Don't Know
17. How do you rate the overall quality of City of College Park services?	1	2	3	4	5
18. How wisely is the City of College Park spending tax dollars?	1	2	3	4	5

Section 3: City Programs and Events

	Excellent	Good	Fair	Poor	Don't Know
19. How do you rate these City events:					
a. July 4th Celebration	1	2	3	4	5
b. Halloween Thing	1	2	3	4	5
c. Spring Egg Hunt	1	2	3	4	5
d. Lunch with the Easter Bunny	1	2	3	4	5
e. Lunch with Santa	1	2	3	4	5
f. Maryland Day on campus	1	2	3	4	5
g. Oktoberfest	1	2	3	4	5
20. How do you rate the ease of obtaining information about the City government and its services?	1	2	3	4	5
21. How do you rate the Cable TV customer service?	1	2	3	4	5
22. How do you rate the Cable TV signal quality?	1	2	3	4	5
23. How do you rate the City of College Park web site?	1	2	3	4	5
24. How do you rate the usefulness of 'Municipal Scene' info that appears every two weeks in the Gazette?	1	2	3	4	5
25. How often do you visit the City's internet website www.ci.college-park.md.us ?	1	1 or 2 visits per week		3	Occasionally
	2	1 or 2 visits per month		4	Never
26. How often do you watch College Park Channel 71?	1	1 or 2 times per week		3	Occasionally
	2	1 or 2 times per month		4	Never

Section 4: County Services

	Excellent	Good	Fair	Poor	Don't Know
27. How do you rate these <u>County</u> services:					
a. Prince George's County Police Dept.	1	2	3	4	5
b. County Fire & Emergency Medical Services Dept.	1	2	3	4	5
c. County maintenance of right-of-ways, sidewalks, and roads (Rhode Island Ave., Paint Branch Pkwy., Metzerott Rd., Cherry Hill Rd., Narragansett Run)	1	2	3	4	5
d. Planning and Zoning by Maryland-National Capital Park and Planning Commission (M-NCPPC)	1	2	3	4	5
e. Maintenance of M-NCPPC Parks and athletic fields (Hollywood, Acredale, Paint Branch, Lake Artemisia, Cherry Hill Road, Buck Lodge, Sunnyside, Berwyn, Lakeland, Calvert)	1	2	3	4	5

Section 5: Quality of Life -----

28. How do you rate your personal safety:			Excellent	Good	Fair	Poor	Don't Know	
a.	As a pedestrian in the City		1	2	3	4	5	
b.	Driving on streets in the City		1	2	3	4	5	
c.	In your neighborhood		1	2	3	4	5	
d.	At local parks and playgrounds		1	2	3	4	5	
e.	Near College Park Metro station		1	2	3	4	5	
f.	Near Greenbelt Metro station		1	2	3	4	5	
g.	In retail areas of the City		1	2	3	4	5	
h.	On the Univ. of Maryland campus		1	2	3	4	5	
29. How do you rate your neighborhood?			Excellent	Good	Fair	Poor	Don't Know	
a.	Physical condition of housing		1	2	3	4	5	
b.	Nearness to parks and open spaces		1	2	3	4	5	
c.	Walking distance to a bus stop		1	2	3	4	5	
d.	Availability of sidewalks and hiking trails		1	2	3	4	5	
e.	Availability of bike trails and roadway bike lanes		1	2	3	4	5	
f.	Access to shopping and other services		1	2	3	4	5	
g.	Access to quality schools for children		1	2	3	4	5	
h.	Access to employment		1	2	3	4	5	
30. How do you rate College Park?			Excellent	Good	Fair	Poor	Don't Know	
a.	Employment opportunities		1	2	3	4	5	
b.	Variety of housing available		1	2	3	4	5	
c.	Vibrancy of downtown		1	2	3	4	5	
d.	Cost of living		1	2	3	4	5	
e.	Shopping opportunities		1	2	3	4	5	
f.	Dining opportunities		1	2	3	4	5	
g.	Recreation opportunities		1	2	3	4	5	
h.	Cultural opportunities		1	2	3	4	5	
i.	Transportation network		1	2	3	4	5	
k.	Your neighborhood, overall		1	2	3	4	5	
l.	College Park, overall		1	2	3	4	5	
31. What types of businesses would you like to see more of in College Park?	Restaurants	1 Yes	2 No		Furniture	1 Yes	2 No	
	Music & Books	1 Yes	2 No		Electronics	1 Yes	2 No	
	Clothing & Shoes	1 Yes	2 No		Grocery	1 Yes	2 No	
	Hardware/Garden	1 Yes	2 No		Jewelry	1 Yes	2 No	
	Entertainment	1 Yes	2 No		Pharmacy	1 Yes	2 No	

Section 6: Open Forum

32. Why did you choose to live in your neighborhood?

33. What do you like most about your neighborhood?

34. What do you like least about your neighborhood?

35. What do you like most about College Park?

36. What do you like least about College Park?

37. How would you improve the services that the City provides?



**City of College Park
4500 Knox Road
College Park, MD 20740**

Official Business

**College Park
Resident Satisfaction
Survey**

Please Return by March 1st